

JM/TJ

<<name>>
<<address>>
<<town>>
<<postcode>>

<<date>>

Dear <<name>>

Annual Rent Review 2018-19

As part of the annual rent review, Atrium consulted with tenants in January 2019 on its proposals. It was explained at that time, Atrium's rent review considers a number of factors but in particular the income needed to run the overall business and meet current and future investment plans. Among other things, we are aiming to bring all our houses to our "Fit for 21st Century Living Standard (FF21CLS), as well as build more new houses.

At its meeting on 29 January 2019, the Board considered Atrium's income needs alongside the outcomes of the consultation process (see table below for details) and following discussion determined that an appropriate rent increase in the current economic climate would be 3.2%. This increase is 0.5% less than the lowest of the two options we consulted tenants on.

With effect from 1 April 2019, the monthly rent for <<address>> will be £ <<existing rent + 3.2%>>.

If you pay by Standing Order, you should advise your bank of the new charge. If you pay by Direct Debit, you do not have to do anything, as Atrium Homes will notify your Bank for you. For those tenants in receipt of Housing Benefit, Atrium Homes will notify East Ayrshire Council of the proposed increases. The Council in turn will advise you of the effect on your Housing Benefit entitlement. If you are in receipt of Universal Credit, you will require to advise the Department for Work and Pensions.

If you currently pay a service charge, you will also receive a Service Charge review letter and statement indicating the charges for 2019-20.

If you have any questions regarding this letter, please contact an Estates Officer, at this office.

Yours sincerely



Stephen Black
Chief Executive

Survey results

Option	Support **
An increase of Dec RPI + 0.5% (approx. 3.7%)	62.8%
An increase of Dec RPI + 1% (approx. 4.2%)	55.8%

**4.2% of tenants offered a view.

Want to Get Involved ?????

There are a couple of ways in which you can get more involved with running Atrium Homes...

1) Become a Board or Sub-Committee member

Atrium is governed by a voluntary Board and we are currently looking to strengthen our overall governance arrangements through the appointment of a number of Board & Sub-Committee Members.

Board members are responsible for establishing overall organisational strategy and business objectives, including rent setting and investment priorities, whilst sub-committees do the important job of scrutinising activities and monitoring performance. We are looking for a mix of skills and experience to match our business needs, and we are always keen to attract people who have had experience of our services as customers and who are committed to help us improve those services.

Most important however, is that Board members share our core values and objectives, possess an inquiring mind and demonstrate a willingness to challenge.

2) Join the Tenant Scrutiny Group

The Tenant Scrutiny Group (TSG) has been running for a little over a year now and it has been invaluable in helping shape some of our frontline policies and approaches.

The TSG is supported by the Tenant Participatory Advisory Service and provides a strong tenant voice on matters directly affecting tenant services. Their comments and views feed directly into the Board and influence policy decisions at a practical level.

The TSG meets roughly once a month with staff from Atrium and has been directly involved in setting the void lettable standard, reviewing several major policies and shaping the Business Plan consultation process.

We are looking to supplement the existing TSG with some new members. We are specifically looking to attract tenants because they have direct experience of our services as customers.

All positions are voluntary but reasonable expenses to facilitate attendance at meetings are available and we can provide transport if required. Induction and further training will be provided to help you get the most of the roles.

If you are interested in either of these opportunities to get involved at Atrium, please email us at info@atrium-homes.co.uk or for an informal discussion about either role, please contact us on 01563 528816.